Duo Requirement for NetID services and websites effective July 1, 2021

Members of the Rutgers Community:

This reminder message includes important information about changes to the sign-in process for information technology services at Rutgers.

Two-step login with Duo has proven extremely effective at protecting personal information and intellectual property at Rutgers. Since the university began requiring Duo for Rutgers Connect earlier this year, cybercriminals have not gained access to any email accounts protected by Duo—a considerable achievement in protecting the Rutgers community.

To further enhance cybersecurity at Rutgers, the university will now require the use of Duo to access most NetID-protected websites and services, starting tomorrow, July 1.

This new requirement for two-step login with Duo applies to websites and services accessed through Rutgers' Central Authentication System (CAS), including Box, Canvas, myRutgers, Webex, Zoom, and many others. The requirement will be rolled out to faculty, staff, guests, and student workers during the month of July. Additionally, two-step login with Duo will be required when on campus and using the Rutgers network, also starting July 1.

What do I need to do?
If you have previously signed up for two-step login with Duo, you do not need to take any action beyond confirming your identity with Duo when prompted.

If you have not yet signed up for Duo, you will be prompted after July 1 to enroll in Duo by following [these step-by-step instructions](#), which are also available as [a printable PDF](#).

What is changing for me?
Starting in July, you will be required to use two-step login with Duo to confirm your identity when logging in to most Rutgers websites and services requiring a NetID. (If you are already required to do this, likely through a departmental requirement, this will not change for you.) Additionally, you will be required to use Duo when on campus and on the Rutgers network.

When is this happening?
The requirement to use two-step login with Duo to access most NetID-protected websites and services will be activated for the following groups over these periods:

- Faculty and staff: July 1-2 and July 6-9
- Student workers, as well as faculty and staff taking Rutgers courses or otherwise classified as having a "student role": July 12-16

- Guests: July 19-23

Once this is activated, you will be prompted to use two-step login with Duo when accessing most NetID-protected websites and services. If you have not yet signed up for Duo, you will also be prompted to enroll at this time.

Will I need to use two-step login with Duo every time I log in?
A "Remember me for 30 days" option is available to reduce the number of times you use Duo.

What should I do when I am not able to use my mobile device for Duo?
Other options for confirming your identity are available if you are not able to use your mobile device. Students, in particular, should review the information for using Duo in exam rooms or other locations in which the use of a mobile device may not be allowed.

Questions?
For help with two-step login with Duo, visit twostep.rutgers.edu and review our top FAQs for two-step login.

You can also contact your department's IT staff or the Office of Information Technology Help Desk.